Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Description	2015/16	2016/17	2017/18		Current Year 2018/19		
Standard	Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
Premise based removal (Residential Frequency)	ance a week	once a week	опре а жеек	once a week	once a week	Once a week	orice a week
	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the CBD	once a week and daily for the businesses in the	once a week and daily for the businesses in the	once a week and day for the businesses in the	-	
	once a week for business and once in two weeks	ence a week for business and once in two weeks	once a week for business and once in two weeks		once a week for business and once in two weeks		once a week for business and once in two weeks for
ps/No)	not relevant	not relevant	nol relevant	ndtreevant	nol relevant	nol relevant	not relevant
(Yes/No)	not relevant	not relevant	notedevant	nat relevant	not roleyant	not relevant	INC. OUT IN
Street Cleaning Frequency in CBD	daily with nightshift as well	daily with nightshift as well	daily with nightshift as wall	daly with nightshift as well	daly with nightshift as well	daly with nightshift as well	daly with nightshift as well
	dafy with rightshift as well	daily with nightshift as well	daily with nightshift as well	daly with nightshift as wall	daily with nightchift as well	daily with nightshift as well	daily with right; this as well
ours/48hours/longer)	24 hours	24 hours	24 hours	24 hours	24 hours	24hours	24hours
	langer than 48hours	Ipager than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	longer than 48hours	langer than 48hours
Licenced landfill site(Yes/No)	yes yes	Sak Sak	Age Age	V 400	705	yes	yes yes
	In married mar			20 2000			
is free water available to all? (All/only to the indicent consumers)	not in the indirect concurrent	ody to the address consumer - 100%	Only to the indicate companies a 100%	X 9, 334 994	K 13 614 175	R 13 608 515	Water Quality Monitoring
	Per month	Per month	Per month	Por month	Day to the indigent consumers	any to the indigent consumers	only to the indigent consumers
insumption over (two manth's/three manth's/longer	Months	3 Manors	3 Months	3 Months	1 House	7 Hooks	P G CONTROL
On average for how long does the municipality use estimates before revening back to actual readings? (months)	Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)					Continue to the second		
One service connection affected (number of hours)	(co						29
Up to 5 service connection affected (number of hours)	12	12	12	12	12	12	12
Up to 20 service connection affected (number of hours)	12	2.53					12
What is the average minimum water flow in your municipality?	9 Utes/second	9 Ules/second	9 Lifes/second	9 Liesthecond			
on activities as part of your operations?					The second	Pulboseanna	2 Cropsocopic
a does it take to replace faulty water meters? (days)	freported 24 Hours	f reported 24 Hours	f reported 24 Hours	if reported 24 Hours	if reported 24 Hours	f reported 24 Hours	if reported 24 Hours
Do you have a calhodic protection system in place that is operational at this stage? (Yes/No)	no	no	no	no	no	no	no
Electricity Service							
	10001	100%	100%	R 751, 240 001	R 697 905 301	R 697 905 301	100%
	Yes	Yes	Yes	Yes	Yes	Yes	Yes
CONTROL SYMPHONIA	±KZW / MONTH	#KZM / MONIN	±RZM / Month	±R2M / Month	±R2M / Mgnth	±R2M / Month	±R2M / Month
	C mpray	riginity and an analysis of an analy	THE INCHINE	Per manun	Per month	Per month	Per month
to benout	S MOTULES	3 Mgmmg	3 Monms	3 Months	3 Months	3 Months	3 Months
Cun average for how long does the municipality use estimates before revening back to actual readings? (months.)	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months	3 Months
Duration before availability or electricity is restored in cases of breakages (immediatelylane day/two days/langer)	Depending on type of fault (Normally within NRS auddined times)	Depending on type of fault/Normally within NRS auddelined times:	Depending on type of fault/Normally within NRS auditioned tennel	Depending on type of fault (Normally within NRS	Depending on type of fault(Normaly within NRS	Depending on type of faulthormally within	Depending on type of lault/Normally within NRS guidelined
s normally calculated on actual readings? (Yes/na)	Yes	Yes	Yes	Yes	You You	AGS	Yos
Do you practice any environmental or scarce resource protection activities as part of your operations? (YearNo)	Yes	Yes	Yes	Y			
does it take to replace faulty meters? (days)	1 Day	1 Day	1 Day	1 Day	1 Day	10%	10%
		inspectant are carried out however dox	intractions are carried out however line	insperions are surned out bounuer and	innovitors are named and because Book	have non-research out bouncies find	1 Car
electricity (right / (Tetarivo)	5,1500	Cool (Proceeded that fundance analytic	Cond / Broaded that funding a gradable	connections and the theft of electricity still occurs	connections and the theft of electricity still occurs	connections and the theft of electricity still occurs, the theft of electricity still occurs	the theft of electricity still occurs
How soon does the municipality provide a ductation to a customer upon a written request? (days) b	As per NRS guidelines. Offerent requirements have different three of completion.	As per NRS guiddines: Different requrements have different times of completions	As per NRS guiddines. Offerent requirements have different trans of completion.	As per NRS guidelines Different requirements have different times of completion	Good / Provided that funding is available As per NRS guidelines: Different requrements have different times of reportation.	Good / Provided that funding is evaluable As per NRS guidelines. Different requirements have different larger of commission.	Good / Provided that funding as available As por NRS guiddines. Different requirements have different
How long does the municipality takes to provide electricity service where existing infrastructure can be a used? (working days)	As per NRS guidelines. Different requirements have different bries of completion	As per NRS guidelines: Different requirements have different times of completion	As per NRS guiddines. Different requirements have different traes of completion	As per NRS guiddines Different requirements have different times of completion	As per NRS guidelines. Different requirements have different times of comments	equrements	As per NRS guidelines. Officent requrements have different times of reproduction
How long does the municipality takes to provide electricity service for low valtage users where network extension is not required? (working days)	Day (Within 7-14 Days after Payment	1 Day (Water 7-14 Days after Payment	1 Day (Within 7-14 Days after Payment	1 Day (Within 7-14 Days after Payment	1 Day (Watter 7-14 Days offer Payment	1 Day (Within 7-14 Days after Payment	1 Day (Within 7-14 Days other Payment
How long does the municipality takes to provide electricity service for high voltage users where	As per NRS guideines. Different requirements	As per NRS guideines. Different requirements	As per NRS guidelnes Different regurements	As per NRS quidelines. Different requirements		An mar NRC cradelinan Different recurrences	De not NOS auditions Different tennesses han different
	we different times of completion	have different haves of completion	have different times of completion	As per NRS guidenes. Litterent requirements have different times of completion.	As per NKS guidenes. Different requirements have different times of completion	As per NRS guidelines. Different requirements. As per NRS guideline have different times of completion.	As per NRS guidelines. Offerent requirements have different times of completion.



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Sewerage Service							
Are your purification system effective enough to put water back in to the system after purification?	No average compliance = 33%	No. average compliance = 39%	No exercise compliance = 45%	8 34 099 210	S 77 846 076	D 22 015 015	
To what extend do you subsidize your indigent consumers?	65%			NAS	200000	100000000000000000000000000000000000000	An oping preside about
How long does it take to restore sewerage breakages on average					00.8	80 31	
Severe overflow? (hours)	6-9	6-9	6.9				60
Sewer blocked pipes Large pipes? (Hours)	9-12	9-12	9-12				913
Sewer blocked pipes: Small pipes? (Hours)	3-6	36	K				9.0
Spillage clean-up? (hours)	12-15	12-15	12-15	R 32, 480 309	R 22, 190 391	R 22 193 391	13-15
Replacement of manhole covers? (Hours)	24	24	24				24
Road Infrastructure Services							
Time taken to repair a single pathole on a major road? (Hours)	2 hours: Subject to availability of resources	2 hours. Subject to availably of resources.	2 hours. Subject to availability of resources				2 hours Subject to evalidably of resources
Time taken to repair a single pothole on a minor road? (Hours)	2 hours: Subject to available/ of resources	2 hours: Subject to available of resources	2 hours. Subject to available of resources	B 0 607 431	000000000000000000000000000000000000000		
Time taken to repair a road following an open trench service crossing? (Hours)	3 hours Subject to available of resources	3 hours Subject to availably of resources	3 hours. Subject to availably of resources	Affected departments to budget for this	Affected departments to burded for the	Afforded departments to hundred for this	Thour Subject to mediate of currents
Time taken to repair walkways? (Hours)	1 hour to repair 2.5m2 sidewaks. Subject to availables of resources.	I hour to repair 2,5m2 sidewalks. Subject to	1 hour to repair 2,5m2 aidewalks. Subject to				1 hour to repair 2.5m2 sidewake: Subject to evalibility of
			The second secon				resources
Property valuations							
How long does it take on average from completion to the first account being issued? (one month/three	100						
months or longer)	one month	one month	one month	one month	one month	one manth	one month
Do you have any special rating properties? (Yes/No)	No	No	No	No	No		No
Financial Management							
is there any change in the situation of unauthorised and wasteful expenditure over time?							
Are the financial statement outsources? (Yes/No)	No.	Ma	No.	No.	Petrented	Decleared	Cecepie
Are there Council adopted business process tsructuing the flow and managemet of documentation		100	100	8	8	760	No
feeding to Trial Balaince?	No	No.	No	No.	No		No
How long does it take for an Tax/Invoice to be paid from the date if has been received?	30 days	30 days	30 days	30 days	30 days	No days	30 dies
is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	annualy procurement plan as MFMA circular 62	annudy procurement plan as MFMA cercular 63	annualy procurement dan as MFMA croular 64. annualy procurement dan as MFMA errube 65.	annualy procurement skin as MEMA organis 65	sanually programmed plan as MENA popular SE	control organization of USMs organization	STATE OF THE PROPERTY OF THE PARTY OF THE PA
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM grocess delays other than normal manthly management meetings?	an going process	on going process	on osing process	on man propers	OR DOLLAR BOOKS	Command by Account to the second of the seco	General Andreas Control Contro



Material District Mate	Gauteng: Mogale City (GT481) - Schedule of Service Delivery Standards							
Max.	Standard	2015/16	2016/17	2017/18	Original Budget	Adjusted Budget	Full Year Forecast	Service Level
No. No.		Actual Outcome	Actual Outcome	Audited Outcome				
Manual Habers Manual H	Readion time on enquiries and requests?	NA	NA	NA	Zero abooled	Zero allocaland	Zoro Allocated	We do so! have query/service requests management systems. At captured throughout the munopality and therefore makes it imposses to quantify.
Manual Priority Manual Pri	time to respond to a werbal customer enquiry or request? (working days)	NA	NA	NIA	Zero atocated	Zero allocated	Zero Alocaled	Face to face customer interaction take place at Revenue They also do not have a system to capture time customers spant in a queu and time spent with a service consultant
Accident field Accident field Accident field Accident field Accident field Accident field field Accident field Accident field field field Accident field fie	Timo to respond to a written customer enquiry or request? (working days)	Within 24 hours	Within 24 hours	NA	Zero alocaled	Zero allocated	Zero Mocsled	Only for queries received by the call centre direct
NA NA<	ime to resolve a customer enquiry or request? (working days).	Average 7 w d	Average 7 w d	Average 7 w d	Zero discuted	Zero allocated	Zero Allocated	longer as they investigations which increase our lumistraind times. Non-lechnical quenes are resolved with caller on the line. Our aim is to resolve at least 80% without
No. No.	What percentage of calls are not answered? (5%, 10% or more)	NVA	NIA	N/A	Zero allocated	Zero allocated	Zero Alocated	Without a proper technology based call centre system it is impossible to say. Manual system in uso.
No. No.	How long does it take to respond to voice mails? (hours)	NA	NA	NA	Zero allocated	Zero allocated	Zero Alocated	Without a proper technology based cut centre system it is impossible to say. Manual system in use
1 1 1 1 1 1 1 1 1 1	Does the municipality have control over locked enquines? (Yeu/No)	No	No	No	Zero allocated	Zero allocated	Zero Aleculed	No voce mult facility
1 1 1 1 1 1 1 1 1 1	s there a reduction in the number of complaints or not? (Yes/No)				Zero diocated	Zero allocated	Zero Allocated	No query management facility. Queries not managed at a central point.
Same	How lang does in take to open an account to a new custome? (1 dayl 2 days) a week or langer)	1 day	1 day					
Same	mmunity safety and licensing services							
	long does it take to register a vehicle? (minutes)		8 8	55	56	8		
Max	viang goes a take to renew a venicle license v (minutes)			23	22	22		
No. No.	riong does it take to issue a duplicate registration certificate vehicle? (minutos) riong does it take to de-register a vehicle? (minutos)	5 days					5 days	5 days
Max	long does it take to renew a drivers license? (minutes)		60	8	60	88		
NA NA NA NA NA NA NA NA	at is the average reaction time of the fire service to an incident? (minutes)	NA	NA	Alls	AW		NO	NA
March Mark	of is the average reaction time of the ambulance service to an incident in the urban area? nutres)	NIA	NIA	NIA	N/A	NSA	NA	NA
5 5 6 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	at is the average reaction time of the ambulance service to an incident in the rural area? (minutes		NA	MA	NIA	NA	N/A	NA
73 2 2 3 5 5 5 5 6 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	onomic development w many economic development projects does the municipality drive?					>		
10	v many economic development programme are deemed to be catalytic in creating an enabling tranment to unlock key economic prowth projects?		2	22	3	UN 1		
8 8	at percentage of the projects have created sustainable job security?		0	o	-	55%		
8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8 8	es the municipality have any incentive plans in place to create an conducive environment for snamic development? (Yes/No)	No	No	No	No		No	No
5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	er Service delivery and communication							
85 85 85 85 85 85 85 85 85 85 85 85 85 8	s a information package handed to the new customer? (Yes/No)	NO	NO	ON	NO	NO		NO
	Does the municipality have training or information sessions to inform the community? (Yoshko)	NO	NO	NO	ON	NO	NO	NO



